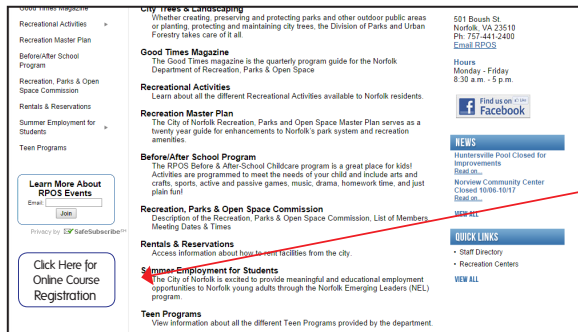


# YOU ASKED. WE LISTENED.

## ONLINE REGISTRATION AVAILABLE WINTER 2015.

**WHAT YOU NEED TO KNOW:** Walk-in and online registration begins Monday, December 8th at 10:00a for aquatics, dance, music, fitness, seniors, technology education, and visual arts courses. Therapeutic Recreation courses cannot accommodate online registration at this time. Non-resident registration begins Monday, December 15th at 10:00a. Visa and Master Card are now accepted at all locations.

**WHAT SERVICES ARE OFFERED ONLINE?** Registration for courses, NFWC memberships, and renewals. Therapeutic Recreation classes excluded.



- 1 Visit [www.Norfolk.gov/Play](http://www.Norfolk.gov/Play)
- 2 Click the Online Registration Tab
- 3 Login and Start Shopping

### New Participants

Create a new account before 12/08/14

Register for any entry-level class

Contact class site for info on advanced classes

### Returning Participants

Update your email with staff by 11/23/14

Login info will be emailed to you by 11/24/14

Register for any entry level class

Register for advanced classes with prerequisite code from instructor



# Online Registration & Reservations - Help & Tips For Success!

[Account Information](#) | [Class Registration](#) | [Memberships & Facility Use ID Cards](#) | [Other Questions](#)

## Account Information

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- [I do not know my Username and/or Password.](#)
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## Class Registration

- [I want to register for a class, but it requires a prerequisite code.](#)
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## Purchasing a Membership or Facility Use ID Card

- [I want to purchase a membership to the Norfolk Fitness & Wellness Center.](#)
- [I want to purchase a Facility Use ID Card.](#)

## Other Questions? Having Trouble?

- For questions or assistance with online class registration please contact Recreation, Parks & Open Space Administrative Office at 757-441-2400 or email [rpos@Norfolk.gov](mailto:rpos@Norfolk.gov).

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## I am a new customer and need to create an account.

1. Go to the [Norfolk Recreation, Parks & Open Space Online Registration Website](#) and click on the **Create an Account** button located in the **Account Login** box in the upper right corner. You will be taken to a new webpage.
2. Enter the required information and click **Finish**.
  - Once your household has been created, you will be prompted to enter information about your family members.

- When you have completed the process, your Username and Password will be sent to you via email as a reminder.
- If you are notified that the information you entered matches an existing account in our system, please contact the Recreation, Parks & Open Space Office at 757-441-2400 or email [rpos@Norfolk.gov](mailto:rpos@Norfolk.gov). Please DO NOT attempt to modify your information slightly in order to bypass this check. Doing so may result in duplicate accounts for your household with different information, which can cause confusion and miscommunication during future interactions with us.

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## **I do not know my Username and/or Password.**

1. Go to the [Norfolk Recreation, Parks & Open Space Online Registration Website](#) and click on the **Forgot Password** button, in the **Account Login** box in the upper right corner. You will be taken to a new webpage.
2. Enter your email address and click **Submit**.
  - If your email address is on file with us, we will email you your username and password.
  - If you do not have an email address on file with us, or have not registered for a program with us before, please see the instructions on how to create an account.

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## **I need to change my Username and/or Password.**

1. Login to the [Norfolk Recreation, Parks & Open Space Online Registration Website](#) with your current **Username** and **Password**.
2. Using the menus, select **My Account**, and then **Change Login Data**.

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## **I need to update my basic account/contact information.**

1. Login to the [Norfolk Recreation, Parks & Open Space Online Registration Website](#) with your **Username** and **Password**.
2. Using the menus, select **My Account**, and then **Change Household Data**.

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## **I need to add a family member or update family member information.**

1. Login to the [Norfolk Recreation, Parks & Open Space Online Registration Website](#) with your **Username** and **Password**.

2. Using the menus, select **My Account**, **Change Member Data** and then **Add Family Members**.
3. A list of current Family Members is displayed. To add a family member to this list, click **Add Family Member**. Add your information, as needed, and click **Finish**.
  - If you need to update information about an existing family member, or you have more than eight family members in your household, please contact the Recreation, Parks & Open Space Office at 757-441-2400 or email [rpos@Norfolk.gov](mailto:rpos@Norfolk.gov). for assistance.

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### **I want to register for a class, but it requires a prerequisite code.**

1. Some courses beyond the beginner level require a prerequisite code.
2. Approved returning students will receive this code from their course instructor prior to registration. If the code was not received, please contact the site where you take class to obtain the code.
3. If you are a new student and would like to participate in a class that requires a prerequisite code, please contact the site where the class takes place. A placement test may be required prior to registration.

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### **I want to search for a class or program by activity number, type of program, or participant age range.**

1. Login to the [Parks, Recreation and Community Facilities Online Registration Website](#) with your **Username** and **Password**.
2. Using the menus (i.e. Search), select **Activities**.
3. Enter desired search criteria.
4. Click **Search** to see a listing of programs matching your search criteria.

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### **I want to purchase a membership to the Norfolk Fitness & Wellness Center.**

1. Login to the [Parks, Recreation and Community Facilities Online Registration Website](#) with your **User Name** and **Password**.
2. Using the menus, select **Memberships**.

3. Find the appropriate membership level and click on the shopping cart icon  to the left of the desired membership.
4. After you have purchased your membership, print your receipt and take it to the Norfolk Fitness & Wellness Center on your first visit along with proof of address. Staff will verify your information and print your membership card.

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## **I want to purchase a Facility Use ID Card.**

1. Login to the [Parks, Recreation and Community Facilities Online Registration Website](#) with your **User Name** and **Password**.
2. Using the menus, select **Memberships**.
3. Find the appropriate Facility Use ID Card and click on the shopping cart icon  to the left of the desired card.
4. After you have purchased your Facility Use ID card, print your receipt and take it to your local recreation center or pool on your first visit along with proof of address. Staff will verify your information and print your membership card. Please note, select recreation facilities print Facility Use ID Cards. For a complete listing, check out the [Good Times magazine](#).

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